

8-27-1992

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Recommended Citation

"UD to Offer Two Short Courses on Kaizen, Japanese Management Technique" (1992). *News Releases*. 7694.
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The University of Dayton

News Release

Aug. 27, 1992
Contact: Teri Rizvi

UD TO OFFER TWO SHORT COURSES ON KAIZEN, JAPANESE MANAGEMENT TECHNIQUE

DAYTON, Ohio -- The University of Dayton will offer two short courses on kaizen, the successful Japanese management philosophy, in September.

Kaizen is a people-oriented approach to change that involves every worker from the assembly line to the executive office. The concept of ongoing improvement, pioneered decades ago by American W.E. Deming, has been practiced by the Japanese since the 1950s and is considered to be the cornerstone of their competitive success.

The first two-day course, Sept. 14-15, provides a comprehensive overview of kaizen as well as techniques for implementing it and Just in Time (JIT) inventory control in the office and in production. The second course, Sept. 16-17, is targeted toward service and administration and includes workshops and problem-solving exercises in which participants learn to improve service, quality, cost and customer satisfaction in their businesses.

Both courses are offered in conjunction with the Kaizen Institute of America, which has shared Japanese techniques with hundreds of organizations around the world.

For information about registration, contact Steve Tattershall, director of kaizen programs in UD's Special Programs Office, at (513) 229-4653.

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